

received, service status, operation, target URL, User Agent, referrer parameters, SMserver, Smvirtual site, and cookie.

5. (NEW) The method of claim 1 wherein the real-time information collected further includes information selected from the group consisting of: assigned disk space, what the user can access, how the user's request is fulfilled within the system or web farm, user's subscribed level of service or class, transaction, number of requests, download size, file size, file type, time of day, week or month, response time of the back end servers, response time of the web farm, and how long it takes to complete a specified request or file.

6. (NEW) An apparatus for evaluating real-time compliance with a service-level agreement comprising:

- a web-site comprising at least one back-end server and a reporter;
- a network connecting said at least one back-end server and said reporter;
- a collection processor measuring and collecting a set of defined parameters;
- a set of acceptance levels corresponding to at least some of said collected parameters;
- a monitoring processor determining which of said collected parameters exceed a corresponding acceptance level; and
- a reporting process that produces a report the results of said monitoring processor.

7. (NEW) The apparatus of claim 6 in which the collection processor further comprises an intelligent agent deployed on each of said back-end servers monitoring a set of defined parameters and logging them into respective log files;

a scheduler triggering said reporter to begin collection of log files from a list of back-end servers;

an accumulator requesting log files from the intelligent agent of each listed back-end server and consolidating the log files into a database; and

an interface mechanism between said accumulator and each intelligent agent, said interface mechanism ensuring that each requested log file is completely transferred to the accumulator prior to starting consolidation.

8. (NEW) The method of claim 7 wherein said intelligent agent further keeps track of which portions of said log files have been transferred.

9. (NEW) A method for implementing management of a service level agreement monitoring system for a set of back-end servers in a web farm comprising the steps of:

defining classes of back-end servers;

selecting a set of service parameters to be monitored for each of said classes of back-end servers;

creating a database of monitored service parameters; and

preparing reports and/or alarms according to the defined classes and selected service parameters.

10. (NEW) The method of claim 9 further including the step of providing a graphical user interface for performing at least one of defining the classes of back-end servers, selecting the set of service parameters to be monitored, selecting which back-end servers will be in each defined class, defining thresholds of service-level commitments for at least some of said service parameters, defining alarm trigger events, scheduling monitoring and reporting functions, and determining reporting formats.

11. (NEW) The method of claim 10 wherein said step of preparing reports and/or alarms is further based on thresholds, schedules, and formats defined by the graphical user interface.
12. (NEW) The method of claim 9 in which said set of service parameters to be monitored is selected from the set consisting of: records of performance, transactions, and errors, client IP address, username, date, time, service, server name, server IP address, processing time, bytes sent, bytes received, service status, operation, target URL, User Agent, referrer parameters, SMserver, Smmvirtual site, and cookie.
13. (NEW) The method of claim 9 wherein said database of monitored parameters further includes information selected from the group consisting of: the assigned disk space, what the user can access, how the user's request is fulfilled within the system or web farm, user's subscribed level of service or class, transaction, number of requests, download size, file size, file type, time of day, week or month, response time of the back end servers, response time of the web farm, and how long it takes to complete a specified request or file.
14. (NEW) The method of claim 9 in which said set of service-level commitments includes metrics defined according to a defined class of service selected from a plurality of defined classes of service according to a type of class selected from a set comprising user class, host class, and virtual site class.
15. (NEW) The method of claim 9 wherein the step of defining classes of back-end servers involves defining classes based on one of users, URLs and virtual sites.
16. (NEW) The method of claim 10 wherein the step of defining classes of back-end servers involves defining classes based on one of users, URLs and virtual sites.